cers during visiting hours may meet them at other times with prior appointment.

स्पीड पोस्ट सेवा के लिए अलग निगम

1193. **श्री विश्वासराव रामराव पाटिल:**
डा० बापू कालदाते :

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि सरकार स्पीड पोस्ट सेवा के लिए एक अलग निगम बनाने का विचार रखती है ;

(ख) यदि हां, तो इसका ब्यौरा क्या है ; और

(ग) वित्तीय वर्ष 1992–93 के दौरान महाराष्ट्र में किन-किन नए स्थानों पर यह सेवा उपलब्ध कराई जाएगी ?

संचार मंत्रालय में उप मंत्री (श्री पी० वी० रंगैया नायडू) : (क) और (ख) स्पीड कारपोरेशन की स्थापना करने पर विचार करने के लिए जो समिति नियुक्त की गई थी, उससे प्राप्त रिपोर्ट की जांच की जा रही है ।

(ग) नए स्थानों में स्पीड पोस्ट सेवा की शुरुआत करना एक निरन्तर चलने वाली प्रक्रिया है । जब भी किसी स्थान विशेष में स्पीड पोस्ट की शुरुआत करने का प्रस्ताव प्राप्त होता है, तब परिवहन की उपलब्धता तथा व्यापारिक और मार्केट की व्यवहार्यता को मद्देनजर रखते हुए उसकी जांच की जाती है ।

उरन टेलीफोन केन्द्र का विकास

1194. **डा० बापू कालदाते** : क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि उरन टेलीफोन केन्द्र को बम्बई महानगर टेलीफोन में सम्मिलित किये जाने हेतु उसमें आवश्यक उपकरण लगाए गए हैं ; और

(ख) यदि हां, तो यह संचार प्रणाली कब से कार्य करना प्रारम्भ कर देगी ?

संचार मंत्रालय में उप मंत्री (श्री पी० वी० रंगैया नायडू) : (क) और (ख) महानगर टेलीफोन निगम लि०, बम्बई के अधीन उरन टेलीफोन एक्सचेंज न्यू बम्बई टेलीफोन प्रणाली का एक भाग है । इसकी सज्जित क्षमता 1000 इलेक्ट्रानिक एक्सचेंज लाइनों की है ।

Waiting list for telephone connections

1195. **DR. BAPU KALDATE**: Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government have decided to provide telephone connections to the registrants within two years from the date of registration;

(b) if so, what are the details thereof;

(c) by when the connections will be provided to those people who are already on the waiting list; and

(d) whether Government are considering to increase the rate of interest on the deposits during the waiting period ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) Yes, Sir, during Eighth Plan period.

(b) and (c) 8th Five Year Plan envisages to provide 75 lakh new Telephone connections during the plan period to meet the demand as indicated in para (a). The objectives in this regard are :

— Telephone connection practically on demand in the rural/tribal areas, and small and medium towns.

— Provision of telephone connection within two years of the registration in the large cities by the end of the 8th plan period subject to the availability of the resources.

(d) Yes, Sir.

Survey of telephone services in four Metropolitan Cities

1196. DR. MURLI MANOHAR JOSHI:
DR. NAUNIHAL SINGH:
SHRI VISHNU KANT SHASTRI:
SHRI RAM RATAN RAM:

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government's attention has been drawn to the news-item published in the Financial Express of September 11, 1992, under the caption, 'Delhi subscribers disappointed with the MTNL';

(b) if so, whether Government are aware of the details of the findings of the opinion poll conducted by the new Delhi Citizens Association;

(c) whether any survey at Government or non-Government level has been conducted during the past two years regarding the telephone services in the four metropolitan towns; if so, what are the findings for each city; and

(d) whether the Telephone Advisory Committee has been discontinued if so, what are the reasons therefor, and by when these are likely to be reconstituted in Delhi ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) and (b) Yes, Sir, the news item published in the Financial Express of September 11, 1992 has been seen. The news item is of general nature and does not give details of the findings of the opinion poll conducted by the New Delhi Citizens Association.

(c) Yes, Sir. Appraisal by an independent agency is carried out and the details are laid on the table of the house as per Statement. (*See* below)

(d) The Telephone Advisory Committee for Delhi has been recently re-constituted.

Statement

Independent Appraisal of Large Telephone Systems

The Administrative Staff College has designed a system of appraising the quality of telephone service as preceived by the subscribers. This system is mainly based on the service indicators and performance factors identified by the International Telecom Union with slight local variations to suit Indian conditions. The appraisal system measures the service performance factors to actual assessment of the call completion in live traffic utility of public telephones, fault clearance etc. as also planning aspects.

30 Marks is allotted to the user opinion survey which is done by contacting a random sample of users.

The user opinion score gives a fairly good indication of the quality of service as to what the subscribers think about the quality of service. Though it may be difficult for any system to get full score of 30, it is possible to generally assess the preception of the subscribers from this score. The scores achieved by the 4 metro cities of Bombay, Calcutta, Delhi and Madras in the latest appraisal done is indicated below :—

Name of City	No. of Lines	Score in Opinion Survey out of a Maximum of 30
Bombay	887300	17.95 (June 92)
Calcutta	305100	19.29 (Sept 92)
Delhi	714500	16.97 (July 92)
Madras	202300	21.54 (May 92)